AT AUSTRALIAN TELECOM

Critical Information Summary
Newspower Phone Card

Information About the Service:	
Description of the Service	NEWSPOWER PHONE CARD is a pre-paid call service for making international telephone calls. The phone card allows you to make calls which you have paid in advance of time by buying the card physically at stores or via online on the website. Calls are able to be made from landlines (which include public pay phones and home or office) and mobile phones. The phone card can be purchased for $10.00, with recharge options available by calling our customer service team or via the recharge portal on the Australian Telecom website www.atglobal.com.au/vsportal When you receive your phone card details via email or in a store, you will receive dialling instructions, an access number, and a PIN number. From there, you make your calls following 3 simple steps: 1. Dial Your Local Access Number 2. Enter your phone card PIN Number 3. For calling within Australia: Dial Area Code + phone number Or for calling International numbers: Dial 0011 + Country Code + Area Code + Phone Number. For subsequent calls, you do not need to hang up - just press *# at the completion of your first call. For customer assistance, please call **1300 508 500** or for a list of access numbers please click here. www.austel.net/accessnumbers.php
Minimal Term applicable	There is a 3 month (90 days) expiry timeframe after first use.
Bundling Arrangement	You will need a landline, public phone or mobile phone to use this service.
Inclusions, exclusions & conditions	The Newspower CALLING CARD call rates can be found by clicking here. www.austel.net/phonecard_newspower.php Calls are charged in blocks of 1 minute, other than calls to Australia landlines which are subject to a flat rate of 33 cents. The maximum call duration to Australian landlines is 2 hours. There are no flag fall or connection fees and no recurring account maintenance charges for this card. Calls to satellite mobiles, mobile phones, or premium numbers (e.g. 1900, 1800, 1200 and 1300 numbers) will be charged at higher rates or may be unavailable. Calls to 1300 access numbers incur an additional 5¢/min. While calls to 1800 access numbers will incur an additional surcharge (connection fee) of 10 cents per minute. Calls from mobiles may incur an additional fee from your mobile service provider.

Information About Pricing

Minimum Monthly Charge	There is no minimum monthly charge for this product
Maximum Monthly Charge	There is no maximum monthly charge for this product.
Cost of 2min. standard national mobile call	$0.50 per call.
Number of Standard National Calls you could make from your Included Value if you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration	20 calls (based on a $10.00 phone card credit).
Cost of a standard national SMS	Not applicable as this is unavailable with the service.
Cost of 1MB of data within Australia	Not applicable as this is unavailable with the service.

Other information

Billing usage can be obtained from	www.atglobal.com.au/vsportal
Customer Care Contact details	Call 1300 508 500 (Mondays to Sundays 8:00AM - 1:00AM AEST Or contact us via email: support@austel.net
Internal Dispute Resolution Process	Please review the Complaints Handling policy, found at www.austel.net/documents/Complaint_Handling_Policy_Australian_Telecom.pdf
TIO Contact details	http://www.tio.com.au/making-a-complaint Call 1800 062 058 or Fax 1800 630 614 PO Box 276, Collins Street West Vic 8007
Post-Sales Support	Call 1300 508 500 (Mondays to Sundays 8:00AM - 1:00AM AEST Or contact us via email: support@austel.net